

QUICKTIP

Bluetooth® Connectivity Troubleshooting Guide

Verify device and operating system compatibility before purchasing/updating.

To verify phone model and operating system:

- Apple Steps: Settings > General > About
- Android Steps: Settings > About Phone
- *It is recommended to turn on automatic updates for apps*

Connectivity Checkpoints:

- Hearing aid firmware and phone operating system are up-to-date
- Phone/accessory/hearing aid are all compatible
- Devices are properly paired and connected

Hearing aid and phone will not pair

- Confirm compatibility on the ProSite
- Confirm Bluetooth is turned on
- Confirm permissions are enabled
- Check if other Bluetooth enabled devices in the room are turned on

Hearing aids will pair to the phone but will not connect to the mobile app

- For optimal performance, it is recommended to have less than 10 Bluetooth devices paired to a smartphone.

I live in a home with multiple devices on the same iCloud account and same WiFi. I am noticing some intermittency issues

- Recommend each user has their own iCloud account.
- Recommend users disable Bluetooth on devices that are not actively being used.
- Disable Audio Handoff* feature
 - Settings > Accessibility > Hearing Devices > Audio Handoff.

When my phone is in my back pocket, I notice my music streaming cuts out

- The wireless signal is easily absorbed by the body, interfering with the signal transmission. Move the phone to the front pocket, carry it in your hand, or wear an exercise phone holder on your arm.

When taking phone calls outside, the signal quality is choppy or weak

- Bluetooth performs better with surfaces to reflect off of. Move indoors for a more stable streaming signal.

My phone's operating system updated overnight and now I can't control my hearing aids from my phone

Apple

1. Settings > Accessibility > Hearing Devices
2. Select Hearing Devices
3. Tap **Forget this device**
4. Settings > Bluetooth > Turn off Bluetooth
5. Reboot phone

My phone's operating system updated overnight and now I can't control my hearing aids from my phone (Continued)

6. Turn Bluetooth back on
7. Reboot hearing aids
8. Re-pair through Settings > Accessibility > Hearing Devices

Android**

1. Settings > Connections > Bluetooth
2. Tap the **gear icon** next to the hearing aids and tap "Unpair"
3. Reboot hearing aids
4. Reboot phone
5. Open the mobile app. The mobile app will search for and pair to the hearing aids. When prompted, select **Pair**, then tap **Agree** to allow the mobile app to access the hearing aids.

I am talking to my grandchild and want to pass the phone to my wife, but I don't want to turn off my hearing aids so she can hear the audio from the phone.

Apple Device Routing

- When in a call:
 - Tap Audio
 - Select Routing Option:
 - Hearing aids
 - Speaker
 - iPhone

Android Device Routing**

- Tap on the Bluetooth symbol to disconnect the hearing aids from the phone call.
- **NOTE:** *The active phone call screen may look slightly different based on the make and model of your Android phone.*

Only one of my hearing aids is streaming

In the following order:

1. Close the streaming app completely
2. Restart the hearing aids
3. Unpair the hearing aids from the smart device
4. Restart the smart device
5. Re-pair one hearing aid at a time

I do not want to hear my phone's keyboard clicks through my hearing aids

Disable System Sounds

- **Apple**
 - Settings
 - Accessibility
 - Hearing Devices
 - Play System Sounds
- **Android****
 - Settings
 - Sound
 - System Sounds and Vibration

App Best Practices

- Force closing the mobile app limits app and feature effectiveness and will slow down or hinder phone and app performance.
- Apps "running" in the background are in a suspended state and will not affect phone battery life.

*iOS only **Phone screens and settings may differ based on the make and model of your Android phone

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